

A stack of smooth, grey stones is balanced vertically on a sandy beach. The background shows the blue ocean with white-capped waves under a clear blue sky. The text is overlaid on the left side of the image.

# Anger Management Best Practice Handbook

Controlling Anger Before  
it Controls You, Anger  
Management Proven  
Techniques and  
Exercises

Jessalyn Woodruff

# **Anger Management Best Practice Handbook:**

Controlling Anger Before it Controls You –

Anger Management Proven Techniques and Exercises

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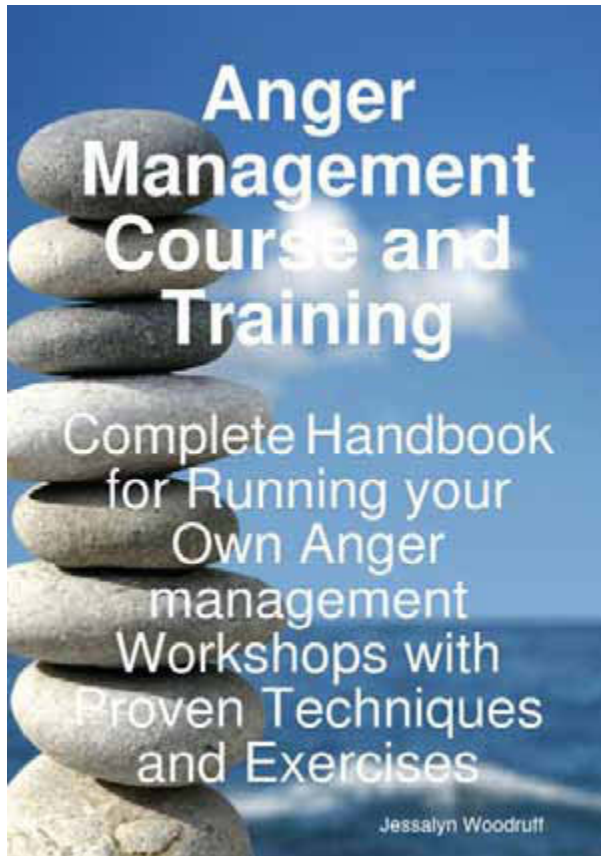
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## Anger Management Workbook

### TABLE OF CONTENTS

ANGER MANAGEMENT – YOUR ANGER MANAGEMENT .....	5
ANGER MANAGEMENT – WHAT IS ANGER.....	13
ANGER MANAGEMENT - MANAGING YOUR ANGER .....	27
ANGER MANAGEMENT – HOW DO I DO IT.....	47
ANGER MANAGEMENT – ITS NOT THEM, IT YOU! .....	71
ANGER MANAGEMENT – MOOD STABILITY TECHNIQUES.....	89
REFERENCES .....	117
FURTHER INFORMATION .....	121

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## ANGER MANAGEMENT – YOUR ANGER MANAGEMENT



Please define your goal of Anger Management.

Here are some goals that you might like to adopt as well.

- Developing better communication skills with the aim of improving relationships
- Developing an understanding of what triggers anger
- Developing strategies to deal with anger
- Developing listening skills
- Developing skills like 'reframing' negative thoughts about life situations
- Getting help to change your life circumstances, if necessary



## [ Definitions of Anger ]

“A strong feeling of displeasure or hostility.”

“An emotional state that varies in intensity from mild irritation to intense fury and rage.”

- “Anger is never without a reason, but seldom with a good one.” -Benjamin Franklin



To have any sort of opinion about Anger Management you need to know what anger is...

Anger is defined as “a strong feeling of displeasure or hostility,” by [www.dictionary.com](http://www.dictionary.com). That definition alone does not sound so bad. However, it does not give any information about what happens when those feelings of hostility escalate into stronger emotions.

Charles Spielberger, PhD, a psychologist whose field of study is anger, defines anger as, “an emotional state that varies in intensity from mild irritation to intense fury and rage” (Controlling). Benjamin Franklin, wrote in *Poor Richard's Almanac* “Anger is never without a reason, but seldom with a good one” (Williams 60). Anger is usually normal and, in fact, healthy, until it gets out of control.

## [ History of Anger ]

Anger is a subject that has not been extensively studied.

Love as opposed to anger



There isn't a defined history of Anger Management; however there is some history to it.

Society began looking at anger as a problem in 18<sup>th</sup> century in Western Europe and North America, a set of standards regarding anger was unintentionally created. The basic idea was that families should be filled with love, as opposed to anger.

The main reason society started to look at anger as being a problem and trying to treat it was when there was excessive anger directed towards wives or children. At one point, during medieval times, people were accused of being a witch if they exhibited too much anger.



# [ Causes of Anger ]

### Internal Events

- **Definition:** An event that is caused by the individual and causes them to become angry.
- **Examples:** Thinking about something that makes you angry.

### External Events

- **Definition:** An event that is caused by the environment and causes them to become angry.
- **Examples:** Being angry about something someone did, or being angry because you are stuck in traffic.

There are many different causes for anger, but it all falls into two categories, internal and external events (Controlling).

Internal events are events in which the problem is caused by the individual, like thinking about something in the past that angers them, or some other personal problem. External events are events that are not created by the individual, but caused by the environment or other people like friends, co-workers, or heavy traffic.

It is hard for anyone to control something that makes them angry, however people can control the ways in which they react to the anger.

## [ Changes to the body when someone is angry ]

### Physiological and biological

### Larger doses of adrenaline and cortisol

When the human body is in an angered state, the sympathetic nervous system and the muscle system take certain preparations, to be ready for physical attack (Sympathetic). “Your muscles tense and your blood pressure and heart rate skyrocket” (The Destructive).

These changes may have once been a great advantage for someone in some sort of hunter and gatherer society. However, in this day and age they can be harmful to your health. In addition to an increase in heart rate and blood pressure the levels of hormones, adrenaline, and noradrenalin all increase as well (Controlling).

In addition, serotonin levels of the brain can affect anger in a negative way. Hypothalamic nerve cells send messages deep into the brain causing the kidneys to pump large doses of adrenaline and cortisol into the bloodstream. Cortisol helps the body maintain its blood pressure. Having excess amounts of it pumped into the body causes the fluctuation of blood pressure while someone is angry.

## Anger Management Workbook

[ Changes to the body when  
someone is angry ]

Physiological and biological

Larger doses of adrenaline and  
cortisol

Continued...

According to Doctor Leo Maddow, chairman of the department of Psychiatry and Neurology at the University of Pennsylvania, one of the causes of brain hemorrhages is hypertension. Through his research, Dr. Maddow concluded that anger can, and often will, cause the hypertension. Hypertension can lead to the exploding of a diseased cerebral artery which will result in a stroke (The Destructive).

Some of the main causes for heart disease are smoking, high cholesterol, and high blood pressure. However, anger ties into heart disease strongly. Dr. Charles Cole of Colorado State University found that, in addition to an increase in heart rate and blood pressure, when someone is angry blood vessels constrict. This combination can eventually lead to a weakening of heart muscle.

## [ Treatment of Anger ]

- An anger management class
- Relaxation techniques
- Self-awareness and stress reduction
- Therapeutically

One of the first and most common treatments is traditional anger management. Someone who seeks a resolution to their aggressive angry behavior often enters what is known as an anger management class. An anger management class is a friendly environment where someone with anger problems can talk and relate to other people about their problems while getting helpful ideas and instruction from someone educated on the subject.

Often times children with Attention Deficit Hyperactivity Disorder (A.D.H.D.) have poor impulse control and trouble managing their anger. One of the best ways for them to be treated is to have basic anger management classes. They are taught how to understand and recognize their frustration and are taught a range of ways to minimize their aggression or anger. Children are also often taught some relaxation strategies and ways to manage their stress (Attention deficit). "There are many proven techniques and tools available to reduce and control anger.

### [ Treatment of Anger ]

- An anger management class
- Relaxation techniques
- Self-awareness and stress reduction
- Therapeutically

Continued...

Self-awareness and stress reduction in respect to certain situations is a popular method of anger management treatment” (Anger Management). The therapeutic ways to treat anger are usually filled with frustration tolerance training as well as relaxation techniques such as meditation.

There are many sources available to people with anger problems that promote the “12-step” kind of program. These self-help kind of books are filled with advice on how to address feelings of anger. However, these forms of treatment are not always very effective in treating some of the most severe cases of anger.

ANGER MANAGEMENT – WHAT IS ANGER





# [ Anger ]

- Is an emotion
- Is common to every person
- Is multifaceted
- Is found in all temperaments

## Definition of Anger:

### **–noun**

a strong feeling of displeasure and belligerence aroused by a wrong; wrath; ire.

*Chiefly British Dialect.* Pain or smart, as of a sore.

*Obsolete.* Grief; trouble.

### **–verb (used with object)**

to arouse anger or wrath in.

*Chiefly British Dialect.* To cause to smart; inflame.

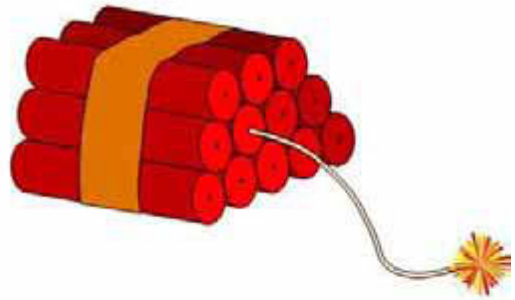
### **–verb (used without object)**

to become angry: *He angers with little provocation.*

By [www.dictionary.com](http://www.dictionary.com)

## [ Anger Manifestations ]

- To recover from anger-related problems we must be able to recognize anger's various manifestations



Anger is a feeling of keen displeasure (usually with a desire to punish) for what we regard as wrong toward ourselves or others.

What am I angry at or about?

Is there anyone involved?

## [ Anger Assessment ]

- ☐ When someone confronts me from a misinformed position, I am thinking of my rebuttal as he or she speaks
- ☐ I do not easily forget when someone does me wrong
- ☐ When I talk about my irritations I don't really want to hear an opposite point of view
- ☐ I can accept a person who admits his or her mistakes, but I have a hard time accepting someone who refuses to admit his or her own weaknesses
- ☐ When discussing a controversial topic, my tone of voice is likely to become persuasive
- ☐ Sometimes I walk in another direction to avoid seeing someone I do not like
- ☐ When facing an important event, I may obsessively ponder how I must manage it
- ☐ I feel frustrated when I see someone else having fewer struggles than I do
- ☐ Tension mounts within me as I take a demanding task
- ☐ I feel inwardly annoyed when family and friends do not comprehend my needs
- ☐ When I am displeased with someone I may shut down any communication or withdraw
- ☐ I nurture critical thoughts quite easily

How many of the above you answered yes to?

## [ Anger Assessment ]

- ☐ Impatience comes over me more frequently than I would like
- ☐ Sometimes my discouragement make me want to quit
- ☐ I can be quite aggressive in my business pursuits or even when playing a game just for fun
- ☐ I struggle emotionally with the things in life that are not fair
- ☐ When I am in an authority role, I may speak too sternly or insensitively
- ☐ I have been known to take an "i-don't care" attitude toward the needs of others
- ☐ When someone is clearly annoyed with me I too easily jump into the conflict
- ☐ Sarcasm is a trait I use in expressing humor
- ☐ I may act kindly on the outside while feeling frustrated on the inside
- ☐ Sometimes I speak slanderously about a person, not really caring now it may harm his or her reputation
- ☐ When someone openly speaks ill of me, my natural response is to think of how I can defend myself
- ☐ Although I know it may not be right, I sometimes blame others for my problems

Please note the points that you answered yes to.

## [ How Did You Do? ]

- Checked 10 - your anger is probably more constant than you would like
- Checked 15 - you can probably recount many disappointments and irritations
- Don't give up! Anger can be managed
- How do you express your anger?
  - List the 4 main ways you express anger

10 – more constant anger than you would like to have.

15 or more – You can probably recount many disappointments and irritations.

This indicates you are vulnerable to the extreme ill effects of anger, rage, and explosions or to guilt, bitterness, and resentment.

But don't give up! Anger can be managed if you apply an awakened mind to it.

## [ Defining Your Anger ]

- What is the purpose of anger?
  - Self-preservation
    - It is as an intent to preserve:
      - Personal worth
      - Essential needs
      - Basic convictions

Have you ever attempted to work on a car engine? If so, you know it can be an overwhelming task if you do not understand the engine's design and intricacies. Once you learn the function of each component, though, what at first seemed perplexing can be quite possible?

That is the way it is with anger. When we first attempt to grasp its meaning, the task of mastering it can seem impossible. But as we come to know and understand our anger, its management is far less overwhelming.

5. The purpose of anger is self-preservation. Anger comes when you feel the need to clearly communicate that your personal boundaries have been violated.



## [ Preserving Personal Worth ]

- ANGER IGNITERS
  - Rejection
  - Invalidation
- Devalued by others?
  - List examples:
  - How was your worth (or the lack of it) communicated?
    - List examples:
- SOLUTION:
  - Choose to accept your real worth
  - Major effect on the intensity of our anger emotions
  - Who in your life have you allowed to "play god?"
    - List them

In many cases, anger is *ignited* when the person perceives rejection or invalidation. Whether or not that is the message intended by the speaker, the angry person feels that his or her dignity has been demeaned.

**CASE 1:** A wife tries to tell her husband she does not have the time or energy to run errands for him as he has requested. Besides she believes, he is just being lazy; he could run the errands himself. So she tells him his request may not receive the high priority he wants. He responds by reminding her of the hard work he does so the bills can be paid. When he accuses her of being selfish she becomes ANGRY, feeling frustrated because he will not acknowledge her contribution to the family.

# [ Preserving Personal Worth ]

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>■ ANGER IGNITERS<ul style="list-style-type: none"><li>○ Rejection</li><li>○ Invalidation</li></ul></li><li>■ Devalued by others?<ul style="list-style-type: none"><li>■ List examples:</li><li>○ How was your worth (or the lack of it) communicated?<ul style="list-style-type: none"><li>■ List examples:</li></ul></li></ul></li></ul> | <ul style="list-style-type: none"><li>■ SOLUTION:<ul style="list-style-type: none"><li>○ Choose to <u>accept</u> your real worth</li><li>○ <u>Major</u> effect on the intensity of our anger emotions</li><li>○ Who in your life have <u>you</u> allowed to "play god?"<ul style="list-style-type: none"><li>■ List them</li></ul></li></ul></li></ul> |
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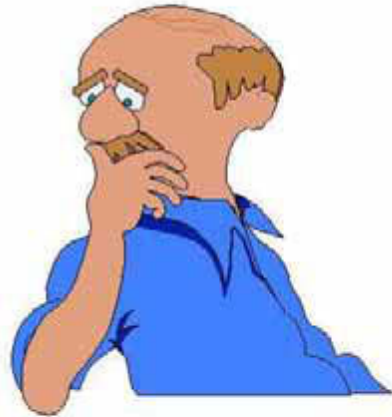
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**CASE 2:** A father who overhears his two teenage sons disagreeing about something scolds them harshly for arguing. When one of the brothers tries to talk calmly to his father, he is reprimanded even more severely. The boys retreat to their bedroom, grumbling about Dad's constant condescension.

Examples differ in its anger-producing circumstances. Yet I a *common thread*: *Lack of respect* felt by the wife and the teenagers. Whether or not it was the intention of the sender, the message they *perceived* was, Your worth is none of my concern.

## [ Preserving Essential Needs ]

- Basic survival needs
- Major personal needs
  - List
- Unmet needs
  - List
    - How do these feed your anger?
- Legitimate needs
  - Misguided demands



In the animal kingdom, survival is the name of the game. An animal, be it a bird, beast, or fish, is constantly looking for the simplest ingredients to provide life for another day. All other things are of any true importance.

Humans also have basic survival needs, but ours are much more complex. The Bible recognizes this fact in its many “one another” passages. For example, we are told to love one another, to bear one another’s burdens, to encourage one another, to confess to one another, and to respect one another. These (and many more) instructions recognize our intricate system of needs that must be satisfactorily addressed if we are to have emotional well-being. When our essential needs are not addressed or when they are invalidated, the result is emotional turmoil. We feel hurt and angry.

List some of your major personal needs.

List some of your recent needs that have been unmet or improperly addressed in your life?

## [ Preserving Basic Convictions ]

- We can feel irritated about matters that have nothing to do with us
- A fine line between knowing when to stand firmly for your convictions and when to accept the imperfections.
- Firm convictions can be a springboard for anger
- Angry because your conviction was ignored.
- The conviction itself may be understandable, but the emotional result was not
- List some of the convictions you hold which result in feelings of anger
- List situations when your anger has been created by a conviction that is too strongly held

- We can feel irritated about matters that have nothing to do with us. How society as a whole acts. i.e.. Portrayal of sex on TV. Media holds up celebrities like they are gods and goddesses. A fine line between knowing when to stand firmly for your convictions and when to accept the imperfections we see in the world. There are times when we need to take an unwavering stand for our convictions. But, when anger is so much a part of your personality that you lose your ability to find peace, it is an indication your good beliefs are ironically working against you. As adults we need to know how to remain calm when others do not share the same beliefs. Firm convictions can be a springboard for anger.
- CASE: An LPO of a Division prides himself in his common-sense approach to his work. His Division Officer, however is inexperienced and many times does not attend to details that would make the Division run smoothly. The LPO is a chronic grumbler who gladly expresses his dissatisfaction to anyone who wants to discuss the situation with him.

### Preserving Basic Convictions

- We can feel irritated about matters that have nothing to do with us
- A fine line between knowing when to stand firmly for your convictions and when to accept the imperfections.
- Firm convictions can be a springboard for anger
- Angry because your conviction was ignored.
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Continued...

- CASE: A shopper in the checkout line at the commissary witnesses a mother fussing rudely with her four-year-old son. This shopper becomes so distracted by the mother's behavior she leaves her keys on the cashier's counter, then spends 20 minutes trying to remember where she put them.
- In each of these examples, the person was angry because his or her fundamental convictions were ignored by others. The conviction itself may be understandable, but the emotional result was not.
- List some of the convictions you hold to that can result in feelings of anger.
- 1 Corinthians 8:1
- List situations when your anger is created by a conviction that is too strongly held.

## [ Is Anger Good Or Bad? ]

- It all depends
  - *Incorrect* in trivial matters
  - Legitimate concerns, but *managed* poorly.
- Balance is the key
  - *Correct* if anger is linked to a reasonable issue and is communicated in a proper manner
- This is determined through ANGER MANAGEMENT



By defining anger as the emotion of self-preservation of your worth, needs, and convictions, it is easier to detect your moments of vulnerability to it. But while we recognize our times of vulnerability, we still need to answer a common question: Is anger good or bad?

The answer is, it all depends. There are times when anger is incorrectly associated with trivial matters. And there are times when it may be associated with legitimate concerns, but is managed irresponsibly. Balance is found when anger is linked to a reasonable issue and is communicated in a proper manner. This requires delicate shifting through the options of anger management, a challenge to be explored in the next session.



**Anger Management Workbook**



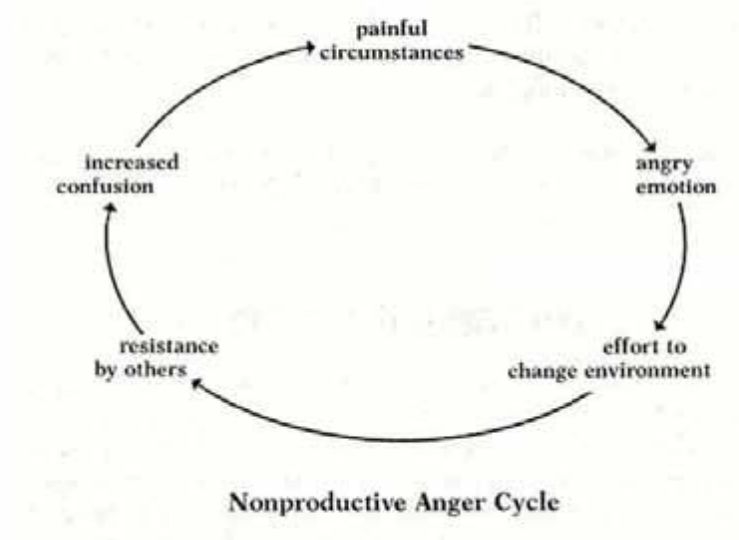
**ANGER MANAGEMENT - MANAGING YOUR ANGER**



There are several questions you can ask yourself to help you handle a potentially anger causing situation.

1. Is the matter really that important to me?
2. Is what I am thinking or feeling appropriate? Is it really about the situation or something else?
3. What can I do to create an outcome that I desire without getting upset?
4. Is it better to allow an outcome that I do not particularly desire for the sake of peaceful resolution?

## [ Nonproductive Anger Cycle ]



Painful circumstances, increased confusion, resistance by other, effort to change environment and angry emotions can trigger the follow;

- Increased frustration and irritability
- Increased pain
- Distractibility
- Depression
- Lack of work
- Imbalance of leisure activity
- Imbalance of sleep

## [ 5 Ways to Handle Anger ]

- Suppression
- Open Aggression
- Passive Aggression
- Assertiveness
- Dropping It

**Improving your anger control skills is a process.**

This is not something that you will be good at overnight. There are several things that you must work on in order to be skilled in the control of anger.

1. Learn to identify your feelings and thoughts, including your physiological feelings that indicate anger.
2. Learn to evaluate any negative thought patterns that may be contributing to your negative state. Analyze your feelings and options that have not worked well in the past to determine better ways of handling potentially anger inducing situations.
3. Work on your communication skills, particularly listening and understanding others.
4. Learn to empathize with others and understand how things must feel from their perspective.

## **[ 5 Ways to Handle Anger ]**

- Suppression
- Open Aggression
- Passive Aggression
- Assertiveness
- Dropping It

Continued...

5. Work on your problem solving skills to allow yourself a greater number of options other than anger and frustration.
6. Practice! These skills take practice but can eventually become a part of your natural behavior.

## [ Suppressing Anger ]

- Many people hesitate to admit their own anger
- When anger-producing circumstances occur, they put on a good front and pretend to feel no tension at all.
- Don't admit that they are angry

Not admitting angry, suppressing and bottling up anger can cause long term health effects and can include:

- Coronary heart disease
- Cancer
- High blood pressure
- And a greater likelihood of early death

In addition to the health effects there are many negative social effects of anger, including:

- Social isolation and withdrawal
- Increased levels of hostility (strongly related to increased risk of disease and death)
- Increased job stress
- Depression
- Relationship problems

The effects may seem extreme, but they are not uncommon for people who are quick to anger and sustain that feeling without working through it appropriately.



## [ How About You? ]

- ☐ I am very image conscious. I don't like to let other know my problems.
- ☐ Even when I feel very flustered I portray myself publicly as having it all together.
- ☐ I am rather reserved about sharing my problems or frustrations.
- ☐ If a family member or friend upsets me I can let days pass without even mentioning it.
- ☐ I have a tendency to be depressed and moody.
- ☐ Resentful thinking is common for me, although many people would never suspect it.
- ☐ I have suffered with physical complaints (for example, headaches, stomach ailments, sleep irregularly).
- ☐ There are times when I wonder if my opinions or preferences are really valid.
- ☐ Sometimes I feel paralyzed when confronted by an unwanted situation.
- ☐ I'm not inclined to initiate conversations about sensitive or troublesome topics.

Are you ticking any of the above boxes?

## [ How did you do? ]

- If you checked 5 or more
  - Pattern of repressing your anger
  - This is emotional dishonesty
- Why do people do this?
  - Fear of powerful retaliation
  - Mindset of moral superiority
- Suppressing anger - does nothing to eliminate it.
  - It is like moss

**Suppression is a-** Forceful prevention, conscious and forceful action to put an end to something, destroy it, or prevent it from becoming known. Avoidance of thoughts and feeling, conscious avoidance or inhibition of memories, desires, or thoughts

**Moss is a** type simple non-flowering plant that has short stems with small leaves arranged in spirals and resembling scales, and inhabits moist shady sites.

Like moss – Anger can inhabit your body hiding in shady areas.

## [ Open Aggression ]

- It arises from a focus on personal needs
- It is an anger that shows itself in explosiveness, rage, intimidation, and blame



### **Recognizing anger in your body.**

Think about a situation recently where you felt angry. Picture the situation in your mind and remember what you were feeling and thinking. How did your body feel at that time? What are some of the body signals that you felt?

Some common physical symptoms include:

Racing pulse, dry mouth, increased breathing rate, shaking, feeling warm, breaking into a sweat, and chest pains.

Headaches and teeth grinding are also not uncommon.

Often we begin to feel these physiological symptoms of anger before we even realize that we are angry. Learning to recognize these body signals can give us a warning of when we need to intervene. These feelings are often a precursor to behaviors that we want to avoid.

## [ How about you? ]

- ❑ I can be blunt and forceful when someone does something to frustrate me.
- ❑ As I speak my convictions, my voice becomes increasingly louder.
- ❑ When someone confronts me about a problem, I am likely to offer a ready rebuttal.
- ❑ No one has to guess my opinion; I'm known for having unwavering viewpoints.
- ❑ When something goes wrong, I focus so sharply on fixing the problem that I overlook other's feelings.
- ❑ I have a history of getting caught in bickering matches with family members.
- ❑ During verbal disagreements with someone, I tend to repeat myself several times.
- ❑ I find it hard to keep my thoughts to myself when it is obvious that someone else is wrong.
- ❑ I have a reputation for being strong willed.
- ❑ I tend to give advice, even when others have not asked for it.

**If the above apply to you here is some ways on how to control the anger and diffuse the situation**

### **Cool downs and other techniques**

1. A cool down is when you simply leave the situation, get a handle on your feelings and return to handle things more objectively later. This may be what you need to do when you feel your physiological symptoms of anger.
2. Talk yourself through it. Reason with yourself and talk yourself into a more calm state. Reminding yourself not to take things personally and talking yourself through the other person's perspective are examples of positive talk that might help.
3. Meditation and relaxation exercises will help you to relax and diffuse some of your anger. The physiological state you are in when you are relaxed is incompatible with the physiological state you are in when you are angry. Exercises can help the state of relaxation to be dominant so you can handle the situation appropriately.

### [ How about you? ]

- ☐ I can be blunt and forceful when someone does something to frustrate me.
- ☐ As I speak my convictions, my voice becomes increasingly louder.
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- ☐ I tend to give advice, even when others have not asked for it.

Continued...

4. Daydreaming and positive fantasizing are useful tools to distract you from anger when you are not actively listening to someone. For example, you are asked to do a task that you find unfair and resent doing it. You feel yourself beginning to get angry as you do the work. Fantasizing and daydreaming may be a good tool while you complete the task to keep you in a positive state if there are no safety issues involved.

### Resolving conflict

1. Express how you feel without being abusive.
2. Listen carefully to what the other person is saying. This is more important than trying to "win" an argument. Do not interrupt.
3. Remember that negotiation and compromise are a vital part of good communication.
4. Don't forget that no single issue is as important as the overall goal of remaining non-abusive.

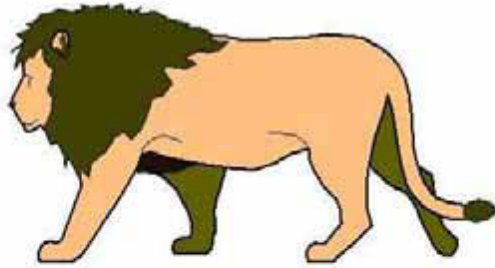
## [ How did you do? ]

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- If you checked 5 or more
  - You have a pattern of open aggressive anger.
- Explanation for open aggression:
  - Emotional energy is expended on nonessentials
  - Deep insecurity causes increased efforts to be heard
- Open aggression *is* an option for expressing anger
  - it is a poor one

What are the statements you checked?

## [ Passive Aggression ]



- Preserving personal worth, needs, and convictions at someone else's expense.
- It is accomplished in a quieter manner, causing less personal risk.

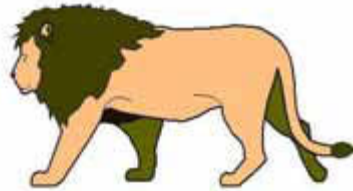
**Passive Aggression is** - Pertaining to behavior in which feelings of aggression are expressed in passive ways as, for example, by stubbornness, sullenness, procrastination, or intentional inefficiency.

### **Passive / Aggressive Behavior**

1. The patient described a history of passive-aggressive behavior in which he/she would not comply with directions, would complain about authority figures behind their back, and not meet expected behavioral norms.
2. The patient's family confirmed a pattern of the patient's passive-aggressive behavior in which he/she would make promises of doing something, but not follow through.



### [ Passive Aggression ]



- Preserving personal worth, needs, and convictions at someone else's expense.
- It is accomplished in a quieter manner, causing less personal risk.

Continued...

3. The patient acknowledged that he/she tends to express anger indirectly through social withdrawal or uncooperative behavior, rather than using assertiveness to express feelings directly.
4. The patient has reported an increase in assertively expressing thoughts and feelings and terminating passive-aggressive behavior patterns.

## [ How about you? ]

- ☐ When I am frustrated, I become silent, knowing it bothers other people.
- ☐ I am prone to sulk and pout.
- ☐ When I don't want to do a project I will procrastinate. I can be lazy.
- ☐ When someone asks if I am frustrated, I will lie and say, "No, everything is fine."
- ☐ There are times when I am deliberately evasive so others won't bother me.
- ☐ I sometimes approach work projects half-heartedly.
- ☐ When someone talks to me about my problems I stare straight ahead, deliberately obstinate.
- ☐ I complain about people behind their backs, but resist the opportunity to be open with them face to face.
- ☐ Sometimes I become involved in behind-the-scenes misbehavior.
- ☐ I sometimes refuse to do someone a favor, knowing this will irritate him or her.

## [ How did you do? ]

- If you checked 5 or more
  - passive aggression anger
- Caused by:
  - a need to have control with the least amount of risk.
  - A need to win
  - battle for superiority
- Perpetuates unwanted tension

### Tension Definition

#### -noun

1. the act of stretching or straining.
2. the state of being stretched or strained.
3. mental or emotional strain; intense, suppressed suspense, anxiety, or excitement.
4. a strained relationship between individuals, groups, nations, etc.
5. (not in current use) pressure, esp. of a vapor.
6. *Mechanics*.
  - a. the longitudinal deformation of an elastic body that results in its elongation.
  - b. the force producing such deformation.
7. *Electricity*. Electromotive force; potential.
8. *Machinery*. A device for stretching or pulling something.
9. a device to hold the proper tension on the material being woven in a loom.

## [ Assertive Anger ]

- Preservation is accomplished while considering the needs and feelings of others.
- Can help relationships to grow.
- True assertiveness is not abrasive, nor is it meant to harm.
- 2 Key reminders
  - Make sure the issues receiving your attention are not trivial.
  - Be aware of your tone of voice.

## [ Dropping Anger ]

- Means you accept your inability to completely control circumstances and recognize your limits.
- Tolerance of differences
- Choosing to forgive
- Sometimes the anger returns...drop it again.

When you drop anger, though it is anchored in re-prioritization. Meaning that you consciously choose to supersede the anger with higher values.

## [ Help tips in dropping anger ]

- Make yourself accountable to a trusted friend
  - Let that person know when you are struggling.
- Choose to live in kindness and forgiveness... "one day at a time."
- Write out your feelings.
  - Then read over them with the attitude that you will turn them loose.

Here are some other stress management tips.

### **Practicing stress reduction/relaxation techniques:**

- Learn to identify or "tune into" early warning signs of anger (e.g. muscles tensing, increased heart rate, face flushed, etc.) This also includes angry thoughts ("That's it, I've had it", "I'm going to tell that s.o.b. where he can go", etc.)

### **Take care of yourself:**

- Get adequate rest
- Find a physical outlet (swimming, walking, etc.)
- Eat nutritionally
- Cut down on caffeine
- Eliminate alcohol or other mind-altering non-prescription drugs

## [ Looking Ahead ]

- Take responsibility for your own emotional expressions.
- Don't be a prisoner of your anger
  - You *have* choices
- Remember the *definition* of anger:
  - as an intent to *preserve*
    - Personal worth
    - Essential needs
    - Basic convictions

By looking ahead mean you are taking responsibility for your emotions, means you want to change the way you express your emotions. You want to start managing your anger.



**Anger Management Workbook**



ANGER MANAGEMENT – HOW DO I DO IT

**[ ANGER MANAGEMENT ]**  
**HOW DO I DO IT?**

## *ANGER MANAGEMENT*

- Skills needed in dealing with your anger:
  1. Identify a range of feelings including anger
  2. Identify aggressive acts by self and others
  3. Identify the potential consequences to self and other from these aggressive acts
  4. Identify self-destructive behavior
  5. Identify thoughts prior to aggressive acts
  6. Identify internal cues to feelings of anger
  7. Develop coping mechanisms for dealing with anger
  8. Express anger without loss of control

Above are just some of the skills that you need to start dealing with anger. It might be helpful to write down an answer for each of these points.

**Identify a range of feelings including anger:**

**Identify aggressive act by self and others:**

**Identify the potential consequences to self and others from these aggressive acts:**

## **ANGER MANAGEMENT**

- Skills needed in dealing with your anger:
  1. Identify a range of feelings including anger
  2. Identify aggressive acts by self and others
  3. Identify the potential consequences to self and other from these aggressive acts
  4. Identify self-destructive behavior
  5. Identify thoughts prior to aggressive acts
  6. Identify internal cues to feelings of anger
  7. Develop coping mechanisms for dealing with anger
  8. Express anger without loss of control

Continued...

**Identify self-destructive behavior:**

**Identify internal cues to feelings of anger:**

**Develop coping mechanisms for dealing with anger:**

**Express anger without loss or control:**

By writing down you feeling and thoughts it may be more helpful to start dealing with your anger, now your feelings are on paper and cannot be ignored. This is a good first step to aid in dealing with your anger.

## ***ANGER MANAGEMENT***

- Identify a range of feelings including anger:
- 
- Embarrassment
  - Excitement
  - Disappointment
  - Jealousy
  - Fear
  - Helpless
  - Sadness
  - Left-out

Some other feelings may be:

- Envy
- Depression
- Shame
- Revenge
- Rage
- Longing
- Disgust
- Bewilderment

# ANGER MANAGEMENT

- I am in charge of my own feelings:
- 1. I own my feelings.
- 2. It is okay to feel angry.
- 3. Anger is part of being human.
- 4. I learn how to express my anger in helpful ways.



Here are some helpful and healthy ways to express anger:

- Share your feelings when you're calm – whether you're angry, embarrassed or outraged etc., not furious.
- Be tactful in expressing your angry feelings.
- Use "I feel" instead of "You are" or "You did".
- Refuse to criticize or blame.
- Talk with the person about how to prevent future occurrences.
- Exercise or write to release angry feelings.
- Let it go. Don't hold a grudge.

# *ANGER MANAGEMENT*

- Identify aggressive acts shown by self and others:
- 
- Throw something
  - Kick someone or something
  - Get in someone's face
  - Shoving, grabbing, hitting
  - Break something
  - Call someone names
  - Give someone a dirty look
  - Silent treatment
  - Get others to "gang up"

What is aggressive behavior?

A relentless pattern of behavior that causes or threatens harm and or grief to others.

There are many different elements of aggressive behavior such as:

- Proactive – harassment, bullying, provocation etc...
- Verbal – taunts, intimidation, threats etc...
- Indirect or Relational – social manipulation etc...
- Physical – self harm, tantrums, throwing, fights etc...
- Instrumental – goal directed
- Reactive – unplanned retaliation, revenge etc...
- Proactive – harassment, bullying, provocation etc...
- Covert – deceitful, steal, cheating, drug use



## *ANGER MANAGEMENT*

- I choose to feel good about myself through expressing my feelings. 
- 1. I express angry feelings in ways that are fair to others and me.
- 2. I use fair words... e.g. "I feel when you"



# ANGER MANAGEMENT



- The more I learn to take care of my anger the more powerful I become.
- 1. I need to control what I do with my anger.
- 2. I control how I let my anger out.
- 3. I practice cooling off.
- 4. I watch my thoughts.

“The more I learn to take care of my anger the more powerful I become.”

The above is a very motivating statement. By taking care of your anger you're exercising self control.

Whenever you feel you are getting angry remember this statement.

**Self control Definition:**

Control of one's emotions, desires, or actions by one's own will.

## *ANGER MANAGEMENT*

- Know the difference between **anger** and **aggression**.
- **Anger** is an emotion. It is ok to be angry.
- **Aggression** is acting out inappropriately and is not ok. Learn to check your aggression and express your anger appropriately.

## *ANGER MANAGEMENT*

- Ways to Keep Cool:
  1. Get exercise every day.
  2. Eat right.
  3. Get enough sleep.
  4. Learn to relax.
  5. Know your feelings.
  6. Write about those feelings.

If you do not want to talk to someone about your feeling a good idea is to write about them. Writing about your feelings allows you to express yourself without being judged.

## *ANGER MANAGEMENT*

- Ways to Keep Cool:
- 7. Find a quiet place.
- 8. Take a time out.
- 9. Find fun distractions.
- 10. Make good decisions about what you see and hear.
- 11. Choose friends who make you feel good.
- 12. Learn to forgive and forget.

A good idea might be to compile a CD of music that makes you feel relaxed and calm. Make a list of activities that make you feel relaxed and peaceful.

When you start feeling angry go to your and do an activity – this will help take your mind off your anger.


## *ANGER MANAGEMENT*

- Identify potential consequences of your anger to others and yourself...what can that mean for you?
- Physical harm to someone or self
- Destruction of property
- Loss of family/friends
- Loss of job
- Loss of social privileges
- Going to jail
- Getting a bad reputation

Identifying consequence may have you thinking twice before you react to your emotions. All of the above are very life altering changes that in turn can have many other repercussions.

Now knowing and thinking about the potential consequences – next time when you are feeling angry stop and ask yourself “Is it really worth it.”

## *ANGER MANAGEMENT*

- Identify self-destructive behavior... How does that help or hurt you?
- 
- Negative self-talk
  - Blaming everyone else
  - Taking everything personally
  - Assuming
  - Overeating, drinking
  - Driving recklessly
  - Taking drugs
  - Looking for fights
  - Feeling outraged

# ANGER MANAGEMENT

- I stop blaming others and myself.
- 1. Blaming only keeps people upset.
- 2. Blaming is a way of not respecting people.
- 3. I express my feelings and then try to work things out.



When expressing your feeling it is best if you can talk in a calm and rational manner, try not to raise your voice. This will assist in the diffusing the situation a lot quicker, thus coming up with a reasonable solution to the situation at hand.

## Blame Definition:

—verb (used with object)


1. to hold responsible; find fault with; censure: *I don't blame you for leaving him.*
2. to place the responsibility for (a fault, error, etc.) (usually fol. By on): *I blame the accident on her.*
3. *Informal.* Blast; damn (used as a mild curse): *Blame the rotten luck.*

—noun

4. an act of attributing fault; censure; reproof: *The judge said he found nothing to justify blame in the accident.*
5. responsibility for anything deserving of censure: *We must all share the blame for this deplorable condition.*



## *ANGER MANAGEMENT*

- Identify thoughts prior to aggressive acts:
- 
- You did that on purpose...
  - You wanted to hurt me...
  - You deserve this...
  - You never even asked me...
  - You're being unreasonable...
  - You think you're so good...
  - I'll show you...
  - You started it...

When you have been angry in the past have you said the above without even thinking about it.

## *ANGER MANAGEMENT*

- Identify internal cues to feelings of anger:
- 
- Stomach gets tight/upset
  - Heart is beating faster
  - Clenching fists
  - Feel myself getting flushed
  - Pressure on my temples
  - Sweaty palms
  - Clenched jaw

Have you had any of these feeling in the past when you have been feeling anger?

What of the above feeling have you had, is there any other feeling that you have had but isn't listed, please list those feelings.

# ANGER MANAGEMENT

- I don't have to hold on to my anger.
- 1. I find ways to let it go
- 2. I talk about hurt and angry feelings.
- 3. I look for someone to discuss my anger.
- 4. I discuss my words and actions that hurt others.



Here are some different emotions that cause anger and how to let go of them:

**Letting Go of Guilt:**

Decreasing the impact of guilt as a motivator for your behavior.

**Letting Go of Grief:**

Accepting the changes resulting from a loss.

**Letting Go of Dependency:**

Accepting personal responsibility for your life and releasing others from their sense of responsibility to you and for you.

**Letting Go of Over-Responsibility:**

Handing the responsibility to others for their lives and encouraging them to accept the consequences of their actions.

## ANGER MANAGEMENT

- I don't have to hold on to my anger.
- 1. I find ways to let it go
- 2. I talk about hurt and angry feelings.
- 3. I look for someone to discuss my anger.
- 4. I discuss my words and actions that hurt others.



Continued...

### **Letting Go of Resistance to Change:**

Facing the changes in your life that are the inevitable result of your being a member of the human race.

### **Letting Go of Fear:**

Desensitizing yourself to real or imagined stimuli that induce fear in your life.

### **Letting Go of Anger:**

Being able to express negative feelings in a healthy way with both your rights and the rights of others being respected and protected.

### **Letting Go of Denial:**

Facing life's realities with an open, straightforward approach and accepting the natural consequences of change in your life.

### **Letting Go of a Loved one to Death:**

Releasing your grasp on a loved one who is suffering pain and discomfort and who wants peace and respite from their suffering. It is the unselfish act of encouraging the loved one to ``take care of yourself; don't worry about us." It is the joy and peace you gain by recognizing that your loved one will be in a better place after death.

## *ANGER MANAGEMENT*

- Steps to taming anger
- 1. Know what pushes your buttons.
- 2. Know your body's anger signs.
- 3. Stop and think!
- 4. Cage your rage...it's your choice.
- 5. Decide what to do.



# ANGER MANAGEMENT

- I take power.
- 1. I stand up for myself and others being hurt.
- 2. I learn to defeat negative self-talk.
- 3. I feel good about learning about myself.
- 4. I am strong when I use fair and firm words instead of fists.



By take the power standing up for yourself and others being offended and defeating negative and unconstructive self talk will in turn make you feel better and stronger.

**Here are some really great Self Improvement quotes:**

"Everything you want is outside your comfort zone."-- Robert Allen

"Anticipate meeting obstacles, but also anticipate overcoming them." -- Emmanuel Segui

"It only takes one person to change your life - you."-- Ruth Casey

"You must take personal responsibility. You cannot change the circumstances, the seasons, or the wind, but you can change yourself. That is something you have charge of."-- Jim Rohn

# ANGER MANAGEMENT

- I remember that people are precious.
- 1. I watch my thoughts, words, and actions.
- 2. I stop hurting people with my words and actions.
- 3. I take ownership of the hurtful things I do and say.
- 4. "Bullying" hurts everyone.



# *ANGER MANAGEMENT*



1. Calm down
2. Name the problem
3. Find solutions
4. Pick the best solution
5. Congratulate yourself
6. Evaluate the solution
7. Make changes if

Think of some past situations where you have been angry, find some different solutions to the situations. Out of the solutions you have found ,pick the most sensible solution.

In the past situation s that you have thought of and now looking back of them – would you have changed anything?

If yes what would you change?



## ANGER MANAGEMENT

- Can you identify any of the steps in resolving conflict, controlling your anger and avoiding aggressive behavior?

Work out a plan of how to resolve conflict. What things need to be involved in this plan e.g. taking in a calm manner.

### Conflict Definition:

#### –verb (used without object)

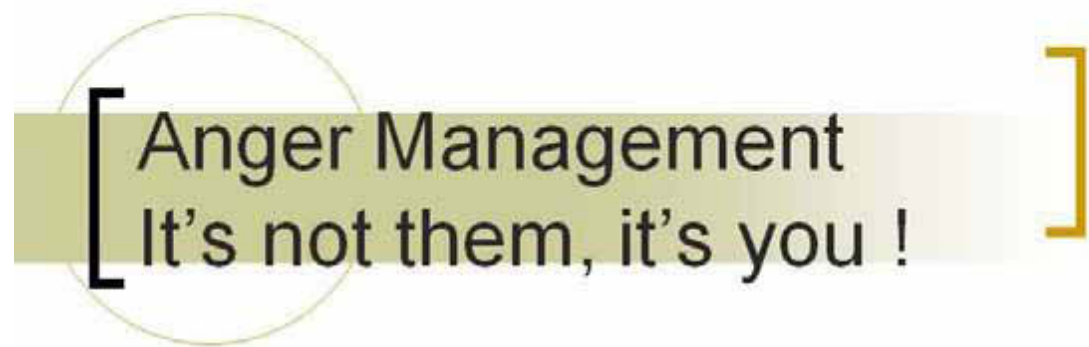
1. to come into collision or disagreement; be contradictory, at variance, or in opposition; clash: *The account of one eyewitness conflicted with that of the other. My class conflicts with my going to the concert.*
2. to fight or contend; do battle.

#### –noun

3. a fight, battle, or struggle, esp. a prolonged struggle; strife.
4. controversy; quarrel: *conflicts between parties.*
5. discord of action, feeling, or effect; antagonism or opposition, as of interests or principles: *a conflict of ideas.*
6. a striking together; collision.
7. incompatibility or interference, as of one idea, desire, event, or activity with another: *a conflict in the schedule.*
8. *Psychiatry.* a mental struggle arising from opposing demands or impulses.



**ANGER MANAGEMENT – ITS NOT THEM, IT YOU!**



## [ Advantages of Anger ]

- Feelings of Power
- Self-Righteous
- Get people's attention
- Make them do what you want

Have a think about the above points. Do you relate to these?

Please note the points that you best relate to.

## [ Disadvantages of Anger ]

- Physical Symptoms:
  - Tension
  - Fatigue
- Psychological Symptoms:
  - Remorse
  - Guilt
- May cause fear rather than respect

There are many different symptoms of anger. There are two main types of anger, passive and aggressive. Below are some symptoms of each of the types of anger. It should be stated that anyone displaying any of these behaviors does not always have an anger management problem.

### **Symptoms of Passive Anger:**

- Secretive Behavior
- Manipulation
- Self-blame
- Self-sacrifice
- Ineffectualness
- Dispassion
- Obsessive behavior
- Evasiveness

## [ Disadvantages of Anger ]

- Physical Symptoms:
  - Tension
  - Fatigue
- Psychological Symptoms:
  - Remorse
  - Guilt
- May cause fear rather than respect

Continued...

### **Symptoms of Aggressive Anger:**

- Threats
- Hurtfulness
- Destructiveness
- Bullying
- Unjust blaming
- Manic behavior
- Grandiosity
- Selfishness
- Vengeance
- Unpredictability

## [ Understanding Your Anger ]

- Who controls your anger?
- Who can make you angry?
- Answer: ?

The answer is you.

You are in control of your body, your mind and your soul. No one else can be in control of you.

You are your own person!

## [ Facts about Anger ]

Anger is *not*:

- a reflex
- automatic
- caused by others

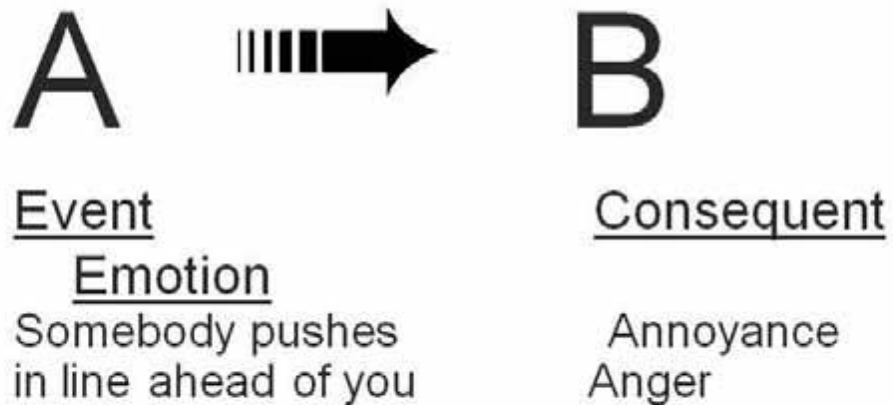
Anger *is*:

- a result of our thinking
- a choice
- controlled by your own thinking

Please describe what anger is to you.

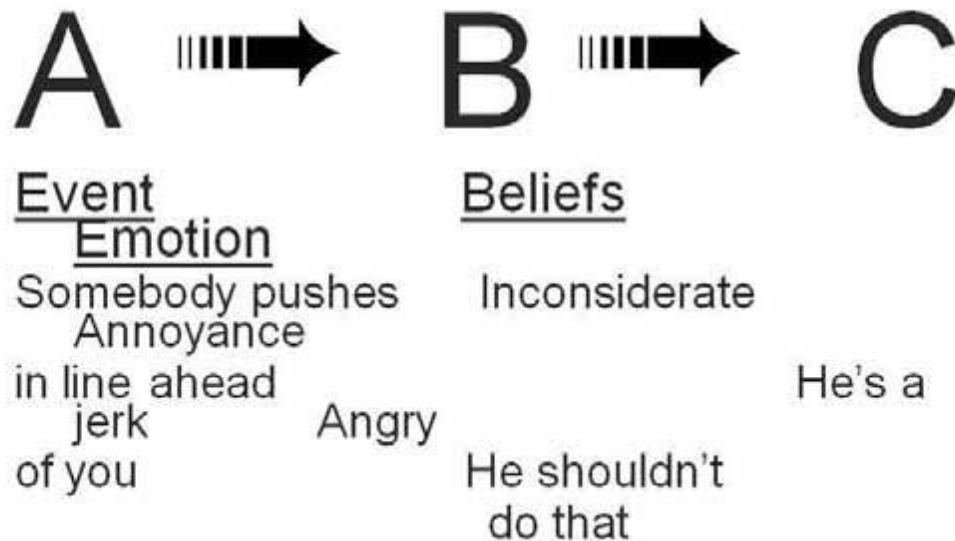


## [ A-B-C Theory of Emotional Arousal ]



Everything that happens around us in everyday life causes an arousal of emotions.  
What emotions are aroused and how you deal with the emotions is the question.

## [ A-B-C Theory of Emotional Arousal ]



Anger is a completely normal, usually healthy, human emotion which permits us to address and take actions against danger or unfairness. Anger can like any other emotion varies in intensity. When anger gets out of control this is where problems start to arise.

Remember anger is something that everyone experiences in life – you are not the only one.

## Keys to Controlling Your Anger

- Recognize that your thoughts control your anger;
- Accepting that you alone can control your anger;
- Choosing how much and how long you want to be angry;
- Controlling your anger by controlling your thinking.

## Hot Thoughts

- Labeling
  - “That jerk”
  - “That Idiot”
- Mind-reading
  - “She did it on purpose”
  - “He’s trying to drive me crazy”
- Fortune Telling
  - “She will never change”
  - “There is no use in trying”

Have you had any “Hot Thoughts” recently, what are the “Hot Thoughts” that you have had?

## Hot Thoughts

- Labeling
- Mind-reading
- Fortune Telling

**Hot thoughts also include:**

- Making judgments
- Blaming others
- Assuming different things

## Hot Thoughts

- Catastrophizing
  - “It’s driving me crazy”
  - “I can’t stand it”
- Should Statements
  - “He shouldn’t act like that”
  - “She can’t get away with that”
- Vengeance
  - “I’d like to wring her neck
  - “I want to kill him”
- Hot self talk is the ‘B’ to the ABC’s of Anger

### Vengeance Definition:

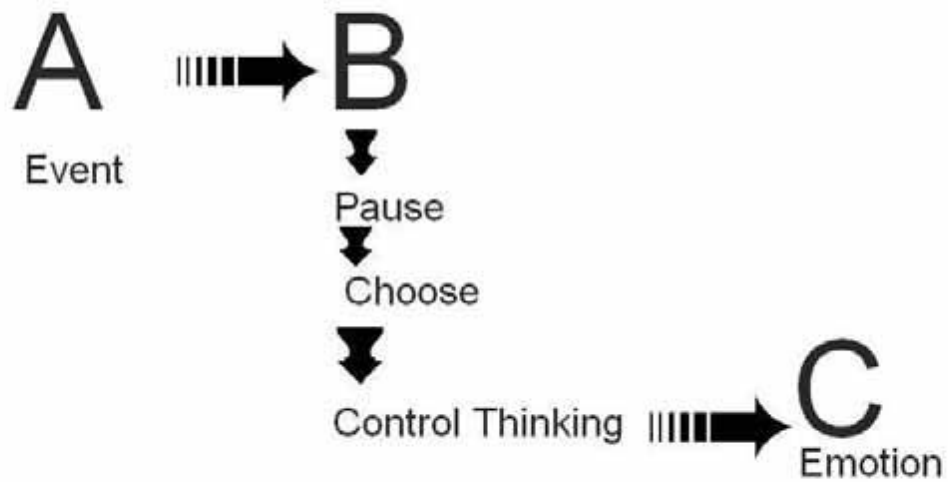
#### —noun

1. infliction of injury, harm, humiliation, or the like, on a person by another who has been harmed by that person; violent revenge: *But have you the right to vengeance?*
2. an act or opportunity of inflicting such trouble: *to take one's vengeance.*
3. the desire for revenge: *a man full of vengeance.*
4. *Obsolete.* hurt; injury.
5. *Obsolete.* curse; imprecation.

#### —Idiom

6. **with a vengeance,**
  - a. with force or violence.
  - b. greatly; extremely.
  - c. to an unreasonable, excessive, or surprising degree: *He attacked the job with a vengeance.*

## A-B-C Theory of Emotional Arousal



## [ Control your anger by controlling your thinking ]

- Listen to your Self-Talk;
- Identify the hot, self angering thoughts;  
and
- substitute cooler, more rational self  
statements.

**REMEMBER!** You are in control of you. You control everything you do, your thoughts your actions. Different things can influence you, ultimately the decision is yours.



## Cool Thoughts

- **Labeling**
  - Not: "That jerk"
  - But: "I don't like what Jack just did"
- **Mind-reading**
  - Not: "She did it on purpose"
  - But: "I can't read her mind, so I don't know why she did it"
- **Fortune Telling**
  - Not: "She will never change"
  - But: "I can work on my part and hope for the best"

So what were the "hot" thoughts that you have had lately?

Change those "hot" into "cool" thoughts?

## Cool Thoughts

- Labeling
- Mind-reading
- Fortune Telling

Cool thoughts will bring calmness to a situation.

## Cool Thoughts

- **Catastrophizing**
  - Not: "It's driving me crazy"
  - But: "It's inconvenient, but it's not the end of the world"
- **Should Statements**
  - Not: "He shouldn't act like that"
  - But: "It would be nice if he didn't act like that"
- **Vengeance**
  - Not: "I'd like to wring her neck"
  - But: Remember that vengeance usually invites retaliation and invites conflict

**Anger Management Workbook**



**ANGER MANAGEMENT – MOOD STABILITY TECHNIQUES**



# [ Choices ]

- Main choices when you have a situation that makes you angry:  
Accept the situation.  
Forgive the other person. Ignore the other person. Change or solve the situation.



Everyone makes their own choices.

A choice is a selection, the act of choosing, it's an option, the power the right or liberty to choose.

## [ Avoid Substances ]

- Avoid any substance usage such as alcohol, marijuana, or other drugs. Even caffeine (depending on the dose and the person's susceptibility) can make one jittery or irritated, making you more vulnerable to getting angry. If one is addicted to caffeine and has not received a dose of it on time, withdrawal symptoms can make one more prone to anger.



To combat anger it is best to have a healthy body and mind.

Don't self-medicate with alcohol or drugs. These mask the problem but don't solve it. You want to develop a clear view of your situation and mind-altering substances are simply counter-productive.

Taking illicit substances and consuming large amounts of alcohol therefore alter one's mind – potentially leading to possibly an increase in angry and irrational behavior and possible aggression.

# ["Sleep on it."]

- In other words, do not react right away, but put some time between you and the immediate problem. This will allow your emotions to de-escalate, give your body a chance to relax or recover, and provide an opportunity to see the situation with a different or fresh perspective. Sleep is curative



## Why sleep is good for you.

- Keeps Your Heart Healthy
- May Prevent Cancer
- Reduces Stress
- Reduces Inflammation
- Makes You More Alert
- Bolsters Your Memory
- May Help You Lose Weight
- Naps Make You Smarter
- Reduce Your Risk for Depression
- Helps the Body Make Repairs



## [ Shift Thoughts or Activity ]

- Shift your thoughts to something else. Or, do something else to be busy until the anger "blows over." Step away from the person or situation. You can do this mentally by seeing yourself in a place of peace. Or, step away literally by walking away from the situation.



# [Take Care]

- Get enough exercise and rest. Sleep deprivation can make you more irritable. Eat nutritiously.



It is recommended that the average person gets at least 8 hours of sleep a night.

**If you have trouble sleeping here are a couple tips:**

- Avoid before-bed snacks, particularly grains and sugars.
- Sleep in complete darkness or as close as possible.
- No TV right before bed.
- Wear socks to bed.
- Read something spiritual or religious.
- Journaling – keep a note pad beside your bed.

# [ Relax ]

- Engage in a form of relaxation. For example, meditation, deep breathing (i.e., take a deep breath and let it out slowly), progressive relaxation, yoga. Listen to music that relaxes you. Get a massage. Take a hot bath or shower. Use a sauna.



## Relax Definition:

### –verb (used with object)

1. to make less tense, rigid, or firm; make lax: *to relax the muscles.*
2. to diminish the force of.
3. to slacken or abate, as effort, attention, etc.
4. to make less strict or severe, as rules, discipline, etc.: *to relax the requirements for a license.*
5. to release or bring relief from the effects of tension, anxiety, etc.: *A short swim always relaxes me.*

# [ Be Polite ]



- Eliminate profanity, rudeness, sarcasm, put downs, and teasing in your vocabulary or behavior because you never know who you will irritate. If you anger others, you are inviting anger in return.

## Identify Your Irrational Thoughts

- (For example, I must be liked by everyone, I must not ever make a mistake, other people should always act the way I think they should, people should agree with me, if I am nice to them, they should always be nice to me, etc.). "You can't please everybody."



# [Write a letter]

- Write to the person who made you angry and send it, if it is heartfelt, constructive, and intended to communicate but not hurt.



A good idea might be to write the letter sleep on it the night read the letter in next morning to make sure that your reactions are reasonable and that it all makes sense.

Remember not to lay blame, express to the person why you feel this way.

After the person reads the letter they might want to meet up with you to rationally discuss the matter further, this is closure and will allow you to move on easily and forget the situation.

## Talk About the Situation With a Friend.

- Get advice. See a counselor or talk to others who are wise.



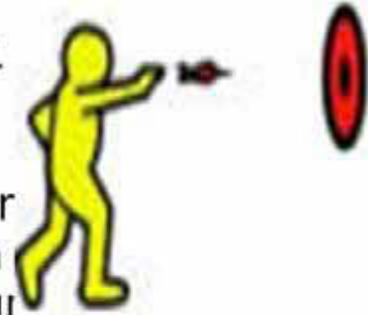
When writing the letter you may want to talk to a close friend or counselor about the situation and get a non bias opinion. Your friend might even be able to help you write your letter and prove read it for you.

You might also find after speaking to friend or counselor about the situation you no longer feel the need to dwell on the situation and move on.



## [Sublimate Your Anger.]

- Instead of acting out, write a poem or song to express how you feel. Write a letter to the person that made you angry, but don't send it. Or, use silly passive ways of dealing with your anger towards another: Put the person's name or the sole of your shoe and walk on him all day. Throw darts at a picture of the person. Visualize your antagonist as looking silly.



Here is a poem that was written by Lizzie Jefferson when in an angry rage.

Shards of pain, broken glass,  
You've hurt me bad so kiss my ass,  
Never knew you'd be so cruel,  
Played me for a f\*cking fool.

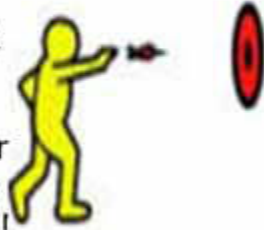
Took my trust, took my heart,  
Took my world, tore them apart,  
Hurt me bad, I've scars to see,  
Why'd you do this to me?

Anger rages in my veins,  
Tears flowing filled with pain,  
Numbed emotions I can't set free,  
You've hurt me bad but you don't see,



## [Sublimate Your Anger.]

- Instead of acting out, write a poem or song to express how you feel. Write a letter to the person that made you angry, but don't send it. Or, use silly passive ways of dealing with your anger towards another: Put the person's name or the sole of your shoe and walk on him all day. Throw darts at a picture of the person. Visualize your antagonist as looking silly.



Continued...

I believed you were mine,  
I thought we were fine,  
Thought you were the only one,  
But guess what, life goes on!

Next time you are angry you write a poem, even make a story this will assist in defusing your anger

# [ Displace Your Anger ]

- break boxes, tear up unneeded phone books, pound a pillow, use a punching bag.



Other ways of displacing your anger may be to go for a run or a swim, anything that is physical but not going to cause harm to anyone else.

## **Talk Directly with the Other Person**

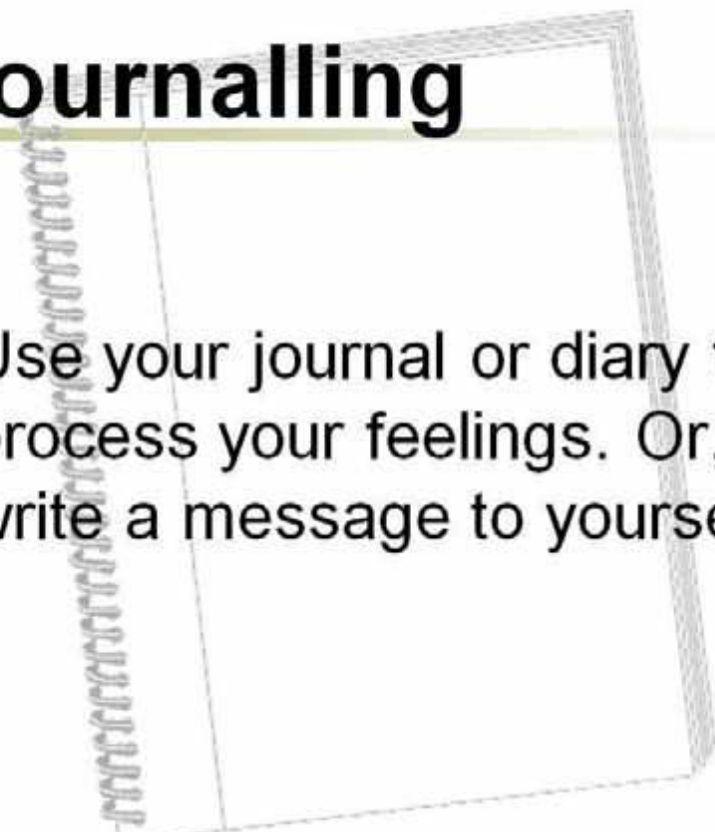
- Find a mutually convenient time. Plan in advance what you will say and how you would say it. Predict what he/she will say in response. Make eye contact. Do not use threatening language, gestures, or facial expressions. Stay calm, firm, and under control while you express yourself.

So that the other person does not feel as though it is an attack on them you may want to meet in a neutral place e.g. café.

Showing the other party in the situation/conflict that you want to resolve the problem, may not always work. The other party may not want to respond to you privately it may be an idea to approach them with another a trusted individual (such as a peer or mediator).

You may want to appeal to another level of authority, if you cannot work out your differences with the other party, it may be appropriate to use due process or a higher influence e.g. administrator, manager, court system, arbitration, process etc...

# [Journalling]

- 
- Use your journal or diary to process your feelings. Or, just write a message to yourself.

In your diary you may want to make a daily note of the feelings you experience and how you handled each of those feelings whether it be happiness, joy, embarrassment or anger.

# [ Do a Cost/Benefit Analysis ]

- For example, what are the costs to you as a result of getting angry? What are the benefits to you? Do the costs or disadvantages outweigh the benefits or advantages to you?



# [ Be Assertive ]

- You may need to use anger appropriately as a tool to get your point across, but state your feelings without attacking, being rude, putting down, or threatening the other individual. Be assertive, not aggressive.

**Assertive definition:**

**–adjective**

Confidently aggressive or self-assured; positive: aggressive; dogmatic: *He is too assertive as a salesman.*

## [Use I-messages]

- State how you feel by saying, "I feel --- \_\_\_\_\_ when you \_\_\_\_\_ (other person's behavior). You are simply stating how you feel when the other person does something. No one can argue with your feelings because they are yours. They cannot know how you feel inside. You are entitled to your feelings. An I-message is better than how people commonly communicate their feelings, that is, using "You-Messages." When using you-messages people tend to blame others for how they feel. For example, they say, "You made me feel \_\_\_\_\_ when you \_\_\_\_\_" or "You always \_\_\_\_\_". Learn ways to state your concern in a respectful yet direct way.

This is a good foundation of what you might want to say to the other person when meeting them.

# [Stick to the Facts]

- not catastrophize, awfulize, or otherwise exaggerate the facts of the situation.



Sticking to the facts will elevate any exaggeration. It may be a good idea to take some time out of the situation and go have a think about the facts. What's happening, how it happened, when it happened, where it happened and why do I feel this way.

This will help with putting the situation into perspective.

Once you have identified who, what, when, where and why of the situation you might want to either write a letter, talk to a friend, make a plan of how to resolve the situation, make a time to meet with the person, or all of the above?



## [ Put the Situation into Perspective ]

- Ask yourself what is the worst thing that can happen as a result of this situation?" How bad is this situation compared to other things you have experienced? How bad is it compared to what other people are struggling with in the rest of the world (e.g., hunger, disease, refugee situations, war, slavery, dictatorship government, torture, etc.).



# [ Learn Self-Control ]



- (e.g., ideas from philosophy, religion, other cultural traditions such as native Americans, or martial arts that stresses self-discipline such as karate or t'ai chi).

Self-control is the ability to make decisions about how and when we express our feelings, and which of our impulses to act on.

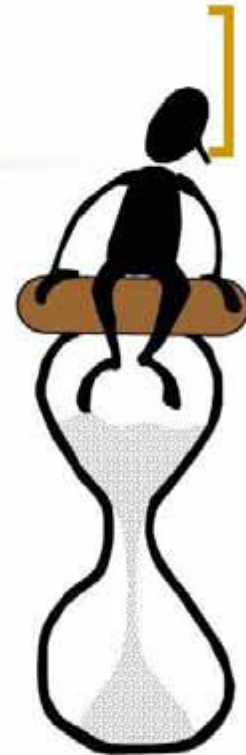
Self control is all about belief in you. If you know you can do it, you can do it.

“Destiny is as destiny does. If you believe you have no control, then you have no control.” -**Wess Roberts**

“You can't control the contour of your face, but you can control its expression.” -  
**Unknown**

# [ Cool Down

- Count to 10 to let your body "cool down" from its angry state.



Taking time out and cooling down will often give you new perspective on the situation.

# [ Good Humor ]

- Laughter and humor can help you deal with an angry situation.



To every situation there will always be an upside and a downside. Always look at the upside opposed to the downside.

“Humor is an affirmation of dignity, a declaration of man's superiority to all that befalls him.” **Romain Gary**

# [ Empathize ]



- Put yourself in the shoes of the other person. Listen to them and try to understand how they feel. Indicate to them that you understand what he/she is feeling.

Listen, if someone is angry with you listen to them and try to understand what they are feeling. Is there anything you can do or say?

## **Empathy Definition:**

### **–noun**

1. the intellectual identification with or vicarious experiencing of the feelings, thoughts, or attitudes of another.
2. the imaginative ascribing to an object, as a natural object or work of art, feelings or attitudes present in oneself: *By means of empathy, a great painting becomes a mirror of the self.*

## **Empathise –verb (used without object), -thized, -thiz·ing.**

To experience empathy (often fol. by *with*): *His ability to empathize with people made him an excellent marriage counselor.*

## [ What is the Point of Fighting? ]

- If there is a chance that you might get into a fight, ask yourself what your reasons are for fighting and if fighting will result in a better outcome for the future. Are there alternatives to fighting in this situation?





## **[ For Other Situations that May Make You Angry ]**

- Learn skills in how to make a complaint appropriately. When someone accuses you, consider his/her motivations and how you will respond to it?  
When a group is pressuring you, think about how you will respond and then, tell them.
- When you fail at something, consider why you have failed and how you will prevent failing in the future. Then, try it again if you want.
- Decide how you will deal with a situation when you will feel left out or embarrassed. Visualize your responses and practice them in advance.
- Everyone has a pattern way of responding to difficult situations. Make a list of things or trigger your anger. What are you your "hot buttons" that others can push to make you decide get angry in a second?

# [ Role Models ]

- Ask yourself, "What person do you admire as having great self-control?" Gandhi? Jesus? Martin Luther King? Buddha? The D'alai Lama? Mother Theresa? Ask yourself, "What would they do in this situation?"



Who is your role model?

List who and why they are your role model, what traits do they possess that you like.



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